



Department of Accounts Charge Card Bulletin

February 17, 2006

Bulletin 2006-02

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Charge Card Administration

Contact Us

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Under Direction of:

Possible Credit Card Scam Calls

The following information has been reported by GE to all GE cardholders.

Please stress to your cardholders never to give sensitive information about your credit card accounts to people who initiate a phone call to the cardholder. With the resources and tricks criminals have at their disposal, it's possible that some card information is compromised, and fraudsters are phishing for the rest, such as a valid CVC code from the back of the card. This is true for corporate and personal accounts alike.

A caller from GE - CPS' fraud team will only ask to verify whether a given charge is valid. They may ask for the last four digits of the cardholder's Social Security Number or employee ID. Our team members will not ask for the CVC number.

A fraudulent caller may attempt to get further details about the account. If your cardholder has any doubt about the validity of a call regarding a possible fraudulent transaction, they should politely hang up, and call the 800 number on the back of the card.

If our team members reach the cardholder's voicemail or answering machine, they will leave a message to the effect, "Please call us at our 800 number....."

Communication to DOA

Please ensure all general correspondence relating to the Purchase and Travel Card programs is sent via email to cca@doa.virginia.gov or you can call 804-371-4350. The Charge Card Administration Team now consists of Danita Barnes, Dionne Woody and Valerie Smith.

By sending all communication to the above email or phone number, it will ensure that you are being responded to in a timely manner.

Update to PA Monthly Calls

DOA and GE MasterCard have begun Monthly PA calls. The calls will be held the **second** Wednesday of each month at 10am. DOA and GE will ensure there are ample lines available for all future calls. If you are unable to participate in the call, Questions and Answers from the call will be posted on the CCA Web page for your reference.

Lora L. George

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Charge Card Administration

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Crucial Dates

March 8th

Monthly PA Call 10am

March 15th

Online SAM Refresher Training

March 29th – 31st

Virginia Association of
Governmental Purchasing, Inc.
(VAGP) will be hosting their
Spring Conference at the Inn at
Virginia Tech

April 2nd – 5th

National Association of
Purchasing Card Professionals
(NAPCP) will be hosting their
Annual Conference in Orlando
Florida

Sept 10th – Sept 13th

GE Annual User's Conference in
Dana Point California

1st Week of October

DOA and GE training across the
State

GE Contact Information

Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368

SAM Refresher Training

DOA and GE have begun Monthly SAM refresher training sessions online. This week was the first session and unfortunately there were technical issues. These will be resolved prior to the next session. The training sessions are scheduled for the third Wednesday of every month at 10am. Information regarding logon access and teleconference numbers will be sent in an email to all Program Administrator's and backups approximately 2 weeks prior to the call. This training is open to all staff that has access to SAM. If there is a specific area you would like to see covered on an upcoming session, please email cca@doa.virginia.gov with the information.

2006 Training Available

The new training for 2006 is now available on the CCA web page. The following trainings are online and are available on the CCA web page under Purchase Card Program and Travel Card Program then under Training:

- ◆ Purchase Card Program Administrator Training
- ◆ Supervisor/Reviewer Training
- ◆ Travel Card Program Administrator Training
- ◆ Travel Cardholder Training

In order to view and listen to the training, the computer being used must have the most recent version of Java installed on it. If the viewer sees the screen with a Red "X" in the top left of their screen, this indicates the most recent Java update is not installed. They will have to contact their IT department to get this resolved.

All agencies and institutions must comply with this training by July 1, 2006. The following certification forms must be submitted to DOA by July 1st indicating all training has been accomplished. These forms can be found on the CCA web page under Forms.

- ◆ Annual Supervisor/Reviewer Training Certification
- ◆ Annual Travel Cardholder Training Certification

Agency Program Administrators must follow the directions in the applicable training (Purchase Card and/or Travel) to provide certification of taking the training.

Any agency which has developed their own training which encompass' the Supervisor/Reviewer training and/or Travel Cardholder training must ensure that any changes from 2005 to 2006 have been updated in their own training. Any agency which is using an internal training instead of DOA's must have on file with DOA an approval to use.

2006 Statewide Training

DOA and GE will be holding Statewide training across the Commonwealth again in 2006. The training will be the 1st week in October. More information will be released in the next few months but please make note of the dates now.

**Customer Service for
Cardholders**

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

DOA Contact Information

Email: CCA@doa.virginia.gov

Phone: 804-371-4350

Fax: 804-786-9201

2006 GE User's Conference

GE holds a User's Conference each year for all of their clients. This year's conference will be held in Dana Point California on September 10th through September 13th. All agencies and political localities on the COV program are welcome to attend. More information will be released in the next few months.